February 1, 2000

EXCEPTION REPORT #2

RETAS Student Users Guide instructions for creating trouble does not provide a complete definition of the information required for certain trouble reporting activities.

Issue 2.1

The RETAS Student Users Guide, Oct 1999 version, Appendix D, does not provide detailed information to enter the circuit ID for Special Serial Format circuits.

KPMG tried entering trouble ticket information for a UNE Loop provisioned by BA for the M&R test-bed. KPMG observed a consistent error of "circuit ID not found" while doing so. On calling the RCMC, BA informed KPMG that one must use an optional field in the circuit ID for the trouble create transaction. Specifically, instead of using 67/TXNU/512972/NE in the circuit ID field as KPMG was doing, a "/1" or "/2" was required at the end of the circuit ID to identify the trouble as a "dispatch in" or "dispatch out." The use of a "/1" or "/2" at the end of the circuit id is documented as an optional field in the RETAS Student Users Guide.

It appears that the optional circuit ID field is required. The circuit ID format help in Appendix D does not detail this required use of optional fields.

Test facility details:
Circuit ID: 67/TXNU/512972/NE
Time: 01/11/2000 3:57:05 PM (EST)
Login ID used: CIKPMG058

Issue 2.2

The RETAS Student Users Guide, Oct 1999 version, Appendix D, does not provide detailed information to create a trouble ticket for an IOF circuit using the carrier format circuit ID.

Appendix D details circuit ID formats. For carrier format circuit IDs it details the following:

XNnn/Anaa/AAAAAAXXaxx/AAAAAAaxx

where (N = Required Numeric, X = Required Alpha/Num., A = Required Alpha, n = optional numeric, x = optional alpha/numeric., a = optional alpha).

KPMG utilized the circuit ID as presented in the CSR in attempting to create a trouble ticket. This circuit ID is "8005E/T1ZF/NDHMMAPIHAT/WNCHMAMA." The consistent error code KPMG received in return was "1002." The RETAS user guide explains this error code as "FallBackReporting - Circuit owner mismatch or circuit not found."

Following the format illustrated in Appendix D, KPMG attempted a new trouble create using "8005/T1ZF/NDHMMAPIHAT/WNCHMAMA" as the circuit ID. Again, the error code was "1002." An additional comment field was returned which said "cktid not found."

KPMG called the BA RETAS help desk requesting help with this issue. The help desk was unable to resolve the issue. Further, the help desk instructed KPMG that trouble reports on these types of circuits could not be submitted via the RETAS GUI and should be reported by calling the RCMC instead.

KPMG has observed that the RETAS Student User's does not provide complete information concerning the creation of a trouble ticket on an IOF.

Test facility details:
Circuit ID: 8005E/T1ZF/NDHMMAPIHAT/WNCHMAMA
Login ID used: CIKPMG058

Issue 2.3

The RETAS Student Users Guide, Oct 1999 version, does not provide detailed information to enter trouble tickets for DS1 loops in BA-North.

The Student Guide notes that troubles can be reported for DS1 loops. Additionally, it notes that DS1 loop troubles can be reported using RETAS in BA-South. There is no instruction for trouble reporting of DS1 loop problems in BA-North.

Assessment

Incomplete or incorrect information in the RETAS User Guide adversely affects CLEC operations when reporting troubles for certain service classes.